



Avaya Professional Services Avaya Call Management System Offer Sheet

Company Overview

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers and related Services directly and through its Business Partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, Customer service and competitiveness.

Avaya Professional Services (APS) offers comprehensive consulting, design, implementation and deployment for business solutions in support of Customer's business objectives. APS will work with you to determine the service delivery options which best meet your needs. For more information, please visit www.avaya.com.

Avaya Call Management System Overview

Avaya Call Management System (CMS) is the key to providing intelligent communications about the efficiency and effectiveness of your mission critical contact center. CMS provides the information and management tools Customers need to monitor and analyze the performance of their contact center operations, showing where improvements are needed and where to take fast effective action. Working in conjunction with Avaya CMS, the Avaya CMS Supervisor client provides comprehensive administration and reporting capabilities using a familiar Microsoft Windows interface.

Avaya CMS is a database, administration, and reporting application designed for enterprises that receive a large volume of primarily inbound telephone calls (often referred to as simply "ACD calls") and have complex contact center operations. Avaya CMS provides an administrative interface to the automatic call distribution (ACD) feature of the Avaya Aura™ Communication Manager (CM) which is known as Avaya Call Center Software, enabling contact center managers to generate reports, administer ACD parameters and monitor call activities to determine the most efficient service possible for their Customers.

Value

With Avaya CMS, Customers can view live, real-time information and see the immediate results of their adjustments. They can also use historical reports to analyze trends, establish performance benchmarks, and plan new marketing or Customer service campaigns. Supervisors have access to real-time, historical and integrated (combined real-time and historical) reports in addition to select exception reports to help them effectively manage the performance of their human call taking resources which are typically referred to as "agents." A powerful custom report package lets Customers modify real-time and historical reports or create reports that fit their unique requirements. Extensive reporting of exceptions allows managers to quickly identify areas requiring immediate attention.

Avaya Call Management System Product Capabilities & Features

CMS offers the following:

- Communication Manager / Call Center 6.0 Capacity Alignments:



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CM / CC Element	R16 Limit	R16.1 Limit
Skills per Agent	60	120
Per ACD VDN Extensions	20K	30K
Skills per ACD	2K	8K
Skills per ACD system-wide limit	16,000	32,000
Vectors	2K	8K
Vectors system-wide limit	16,000	32,000
Max Logged Agents	7K	10K

- CM 5.2 Key Feature Support:
 - Interruptible AUX.
 - Route Calls by Skill Level.
 - Percent Allocation Routing.
- Vector Administration Enhancements:
 - Allow * and # and other configurations in the 'route to' number field.
 - Check step changes to support Route by Skill level changes.
 - Holiday tables from 99 to 999.
 - Service hour tables from 99 to 999.
 - Vector routing tables from 100 to 999.
- Optimized Backups for Larger Databases:
 - Due to increased database capacities introduced in R16, Customer backups may take longer than they had in previous releases. Customers can gain incremental improvements via PCN 1711P. R16.1 leverages enhanced DB schema methods to fully address backup duration.
- SUN LT0-4 Tape Compatibility:
 - Customers that demand higher capacities and performance available on the SUN T5220 hardware platform often require the need for faster and larger backups. R16.1 introduces the new 800GB LT0-4 tape-drive in this larger platform. Customers on the T5120 can upgrade to the higher capacity drive as an option.
- IPV6:
 - The link to Communication Manager (via processor Ethernet) as well as CMS Supervisor connections to CMS will support IPV6 protocol. This configuration is optional as IPV4 can still be used. Note: CMS connectivity to CLAN will NOT support IPV6.
- DIACAP:
 - The DoD Information Assurance Certification and Accreditation Process (DIACAP) is the United States Department of Defense (DoD) process to ensure that risk management is applied on information systems (IS). DIACAP defines a DoD-wide formal and standard set of activities, general tasks and a management structure process for the certification



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and accreditation (C&A) of a DoD IS that will maintain the information assurance (IA) posture throughout the system's life cycle.

- CMS Supervisor:
 - IPV6 – Supervisor will be configurable for IPV6 or IPV4 connections.
 - Standard Reports will include the following 5.2 reportable features:
 - Interruptible Aux.
 - Percent Allocation Routing.
 - Route Calls by Skill Level.

CMS helps Customers keep in touch with virtually everything that is going on with staffed agents. CMS is ideal for Customers that want to evaluate the performance of 1 agent, a group of agents, a single contact center, or multiple locations around the world.

CMS Supervisor works in conjunction with Avaya CMS, providing user-friendly PC-based administrative tools and reports to help contact center supervisor and managers maximize ongoing contact center performance.

Avaya Call Management System and Service Delivery Options

The following APS implementation options are available for the Avaya CMS:

For details around the Services below, please refer the Appendix: CMS Service Description Sheet embedded.

APS Service Bundles	Basic	Standard	All Inclusive
Bundle Activities	Software Work	Software Work + Hardware Installation	Software Work + Hardware Installation + PM
Services and Deliverables			
Project Management			
Remote Project Management	N/A	N/A	●
On-Site Project Management	N/A	N/A	Optional
Remote Project Scheduling	●	●	N/A
Planning and Design Stage			
Data Gathering	●	●	●
Planning	●	●	●
Installation Stage			
Hardware Installation	N/A	●	●
Additional Hardware Instances	N/A	●	●
Implementation and Configuration Stage			
System Integration and Configuration	●	●	●
Application Configuration	●	●	●
Network Printer (up to 10 printers, over 10 printers optional fixed price add on code available)	●	●	●
PBX Link Administration (1 ACD, additional ACDs fixed price add on available)	●	●	●
Testing Stage			
Setup of Dev & Test Environment	●	●	●



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Unit Testing	•	•	•
Integration Testing	•	•	•
Knowledge Transfer/Training Stage			
System Administrator Training	Optional	Optional	Optional
Supervisor Standard Reports Training	Optional	Optional	Optional
Custom Reports Training	Optional	Optional	Optional
Cutover/Implementation Support Stage			
Custom Application Support	Optional	Optional	Optional
Other Services (Catalogue)			
CSI CMS HIGH AVAILABILITY ADMIN SYNC SCRIPT (PER PAIR)	Optional	Optional	Optional
CIS CMS ADMIN SYNC DUAL ROLE	Optional	Optional	Optional
CSI CRM PS CLINT ACTIVATION	Optional	Optional	Optional
CSI CMS ECH HANDLER	Optional	Optional	Optional
CSI CMS ECH HANDLER FOR OA	Optional	Optional	Optional
CSI CMS ECH INTERFACE WITH ASCII CONVERSION SOFTWARE NEW	Optional	Optional	Optional
CSI CMS ECH ADDITIONAL FEED	Optional	Optional	Optional
CSI CMS ECH SSH SUPPORT	Optional	Optional	Optional
CSI PSEUDO ACD CREATION	Optional	Optional	Optional
CSI LOAD PSEUDO ACD DATA	Optional	Optional	Optional
CSI OUT OF HOURS TECHNICAL INTEGRATION - TII	Optional	Optional	Optional
CSI LAN INTEGRATION SUN ETHERNET	Optional	Optional	Optional
CSI ROUTE TABLE ENTRY WITH NIC ADMIN	Optional	Optional	Optional
CSI ENABLE DNS SERVICE	Optional	Optional	Optional
CSI OUT OF HOURS TECHNICAL INTEGRATION - TIO	Optional	Optional	Optional
CSI CMS REPORT EMAILING	Optional	Optional	Optional
CSI CMS ADMINISTRATOR PAGING	Optional	Optional	Optional
CSI CMS WFM ADD ACD/SESSION/CONNECTION (for admin paging)	Optional	Optional	Optional
CSI CMS SUPERVISOR PAGING - Up to 100 users	Optional	Optional	Optional
CSI CMS WEB REPORTS REALTIME	Optional	Optional	Optional
CSI CMS WEB REPORTS HISTORICAL	Optional	Optional	Optional
CSI CMS WEB REPORTS INTGRTD SPLIT/SKILL	Optional	Optional	Optional
CSI CMS WEB REPORTS ANY 2 PKGS	Optional	Optional	Optional
CSI CMS WEB REPORTS ALL 3 PKGS	Optional	Optional	Optional
CIS CALL MGMT SYS AUXLOGGING APPLICATION	Optional	Optional	Optional
CSI AVAYA DESKTOP WALLBOARD 4.0 NEW (BASIC SERVER SOFTWARE)	Optional	Optional	Optional
CSI AVAYA DESKTOP WALLBOARD DSI 4.0 CMS CONNECTOR	Optional	Optional	Optional
CSI AVAYA DESKTOP WALLBOARD DSI 4.0 OA CONNECTOR	Optional	Optional	Optional
CSI AVAYA DESKTOP WALLBOARD 4.0 USER LICENSES 1-999	Optional	Optional	Optional
CSI AVAYA DESKTOP WALLBOARD 4.0 USER LICENSES 1000+	Optional	Optional	Optional



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CSI CMS WFM REAL TIME IMPLEMENTATION NEW	Optional	Optional	Optional
CSI CMS WFM ADD ACD/SESSION/CONNECTION	Optional	Optional	Optional
CSI CMS WFM HISTORICAL IMPLEMENTATION NEW	Optional	Optional	Optional
CSI CMS WFM CALC CHANGE OR ADD ACD	Optional	Optional	Optional
CSI FTP INTERFACE	Optional	Optional	Optional
HISTORICAL PAYROLL INTERFACE	Optional	Optional	Optional
HISTORICAL UNLOAD INTERFACE	Optional	Optional	Optional
CSI PS COMBO	Optional	Optional	Optional
CSI RT SOCKET	Optional	Optional	Optional
CSI CMS RT Socket ADD ACD/SESSION/CONNECTION	Optional	Optional	Optional
CSI CMS KNOWLAGENT INTERFACE	Optional	Optional	Optional
CSI CMS NETLERT INTERFACE	Optional	Optional	Optional
CSI NETWORK PRTN ABOVE 10 PRINTERS	Optional	Optional	Optional
CSI GEOTEL NEW INSTALLATION	Optional	Optional	Optional
CSI GEOTEL ADD ACD/SESSION/CONNECTION	Optional	Optional	Optional
CSI Geotel Outsourcer RTA New Installation - supports up to 32 sessions	Optional	Optional	Optional
CSI Geotel Extended RTA New Installation - supports up to 32 sessions	Optional	Optional	Optional
CMS Custom Report (per report)	Optional	Optional	Optional
CSI CMS CUSTOM DEVELOPMENT	Custom	Custom	Custom
CSI LAN CONSULTING	Custom	Custom	Custom
AUXlogging - Custom Development and/or Upgrades (No separate material code)	Custom	Custom	Custom
CSI DSI WALLBOARDS CUSTOM SERVICES	Custom	Custom	Custom
Notes:			
1) A dot (●) means the service is included in the bundle.			
2) "Optional" means service can be purchased for an additional fee.			
3) Blank means the service is not available with this bundle.			

Availability

This offer is available in North America through Avaya or Avaya Authorized Business Partner. Details may vary by region.

Why Avaya Professional Services

Avaya Professional Services turns your real-time communications solutions into a business improvement strategy for employee, supplier, and vendor interactions. Customers can leverage the capabilities of Avaya Professional Services at any stage of their solution lifecycle. Our portfolio is designed to allow Customers to engage us for a specific project need or as an end-to-end offering for complete oversight.

Avaya Professional Services helps deliver business productivity improvement that meets Customer challenges and drives their business forward, so they can focus on growing your business. We focus on solving Customer challenges such as reducing Total Cost of Ownership, mitigating risk and accelerating a Customer's business.

Whether a Customer chooses to work with one of our trusted partners or directly with us, you have access to the deep expertise of the Avaya team. Our extensive experience and horizontal, vertical, and



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technology expertise enable us to bring industry best practices to a Customer's organization and drive measurable business results. We have a global network of over 1,500 consultants, network architects, and project managers with an average 15 years of industry experience each and industry certifications from multiple vendors. Executing over 2,000 projects every month globally, our consultants range of strategic, technical and management skills can apply across a Customer's communications network and our global resourcing model ensures the right specialist is deployed for every Customer's project regardless of geography.

For More Information

This Offer Sheet and Service Description are not to be used for contractual purposes. To learn more about the Avaya Call Management System solution and how it can add value to your business, or other award-winning solutions and Avaya Global Services, talk to your Avaya Client Executive or Authorized Business Partner. Also, visit us at www.avaya.com.

Direct Customers - For information regarding Avaya Products and Services, or to begin your quote today please contact your Account Manager or Authorized Business Partner.

Sales Teams - For information regarding the service offerings included in the bundles, please contact the Support Hotline at 866-Avaya-66 (US) or 00-800-0235-4321(EMEA). When you are prompted to identify the solution you require information about, please say "APS Service Bundle".

If you need assistance navigating the Avaya Solution Designer (ASD) tool, or understanding how to correctly select the bundles, contact the Design Central Team at 888-297-4700 (US), 720-444-5800 (Americas International), 31-70-414-8099 (EMEA) or 65-6871-2693 (APAC). In this case, when prompted to identify the help you seek, please say either "Configuration" or "Design".

To begin your Services quote today, follow the steps outlined below that best suit your need:

1. For Avaya Sales Team requests: Go to Avaya Enterprise Portal, Tools, Sales Tools, Salesforce.com.
2. For Distributors, APS Volume Commits and Platinum Partners requests go to Operations Resource System (ORS) at <http://bpcc.avaya.com/>.
3. For all other Authorized Business Partner requests work through your Distributor.
4. Authorized Business Partners may quote/order a-la-carte Services by visiting: <http://portal.avaya.com/ptlWeb/spCP/CS2006103115434830059/C20092512724292001/SN200925134055417094/SN200925134055417094>.
5. For additional questions or support regarding this offer, please email us at APSOffer@avaya.com.



APPENDIX

Avaya Service Description for Avaya Call Management System Implementation Services

Avaya CMS Delivery Services

The following Avaya Professional Services (APS) apply to the implementation Services options available for Avaya CMS. Services provided by APS are typically performed remotely, with planned on-site trips during the knowledge transfer and training stage.

Please work with your sales team to determine if the base configuration will meet Customer requirements or if additional Services may need to be included in the configuration and price.

Project Management

Project Management Services help speed implementation – and thus, business benefit realization – by monitoring critical time frames and effectively managing changes to help ensure timely deployment. Project Managers coordinate with Customer's team to manage implementation requirements and act as a single point-of-contact that coordinates all Avaya technician resources, software resources, or engineers. By managing a comprehensive implementation project schedule and monitoring critical milestones, Project Management makes certain the solution is implemented according to plan and minimizes the risk of delays and additional costs. Project Management is an add-on service for the Avaya CMS implementation, with on-site and remote support options.

Planning & Design

The solution Planning and Design begins by identifying client expectations and helps define anticipated outcomes for the project. By gaining a thorough understanding of Customer's business strategy, goals, and expectations, Avaya is better positioned to maximize the outcome of the solution deployment.

Avaya associates design and deliver a solution tailored to meet Customer's specific requirements.

Avaya will:

- Identify Customer requirements.
- Develop project schedule.
- Work with Customer to identify ECH installation and configuration parameters as it relates to External Call History within the CMS. (if ECH interface purchased)
- Identify all Customer requirements.

Installation

For Avaya CMS solutions where either the standard or all inclusive bundles has been selected, Avaya will:

- Unpack hardware and remove all packing materials.
- Install CMS server, associated peripherals, and link wiring from the telephony system.
- Connect CMS server and associated peripherals.



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Implementation, Configuration, & Testing

Deployment Services deliver the complete software implementation and configuration of the solution as well as the testing and verification of system operation. Avaya provides resources and expertise to manage the integration quickly and reliably so that your Customer can focus on managing their business. This includes:

- Configure the CMS application. This includes:
 - ACD (Automatic Call Distribution) setup.
 - Configure Customer-specific parameters.
 - Link to Customer's telephony system.

Optional add-on Services/interfaces include the following:

- **WFM Interfaces:** Avaya offers interfaces for the CMS to offload real time and historical data from the CMS to several different Workforce Management (WFM) Interfaces.
- **Network Printer Interface:** This Avaya application provides network printer interfaces on the Avaya CMS to facilitate printing information from the CMS application to a service requestor's TCP/IP network connected printers.
- **CMS Routing Table Services:** Avaya offers the administration of a custom route table on the CMS for the purpose of specific routing of the data via the Ethernet LAN.
- **CMS Admin-Sync Application for High Availability:** Avaya offer an Admin-Sync interface for the Avaya™ High Availability (HA) CMS. Admin-Sync synchronizes appropriate System and ACD administrative data nightly between the HA Primary and Secondary CMS.
- **CMS Admin-Sync Application for Survivable CMS:** Avaya offers the Admin-Sync software package for the Avaya™ Survivable CMS. Admin-Sync performs a nightly, automatic 'push' (copy) of CMS administrative data from the primary CMS to each survivable CMS.
- **CMS Admin-Sync Dual Role:** A Secondary HA CMS may be used in a Dual Role as the Secondary HA CMS during normal operations and as a Survivable (backup) CMS during an outage.
- **CMS Pseudo ACD Implementation & Configuration:** This offer provides the tasks necessary to create a CMS pseudo ACD on behalf of Customer. After creation of the new pseudo ACD, Customer specified data is loaded into the pseudo ACD.
- **CMS External Call History (ECH) Implementation & Configuration:** This offer provides the interfaces required for the Avaya CMS to offload External Call History (ECH) data from the CMS to a specific server defined by Customer. The offloaded ECH data can be in either binary format or ASCII format (additional charges apply for ASCII format). This feature and service is essential for the implementation of various solutions such as CentreVu Explorer and Nice Analyzer.
- **CMS Clint Activation:** Avaya offers the service to activate CLINT. CLINT is an Avaya proprietary CMS tool that needs a RTU activated for those vendors who choose to use of the CLINT tool during development of their own interfaces. These 3rd party interfaces will not function properly without CLINT authorized. Limited to Spectrum and Symon applications only.
- **CMS Custom Reports:** Although CMS Standard Reports have been designed to meet the needs of most Customers, companies and organizations often have unique needs. Avaya PS Custom Reports have been designed to give all Customers access to the CMS real-time and historical databases.
- **CMS DNS Services Administration:** Avaya offer for administration on the CMS to turn up Dynamic Name Service (DNS).
- **NTP Services Administration:** Avaya offer for administration on the CMS to turn up Network Time Protocol (NTP).



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- **CMS Web Reports:** The CMS Web Reports packages provide CMS reports that can be viewed with a web browser.
- **CMS AUXlogging:** This package provides the foundation software to add AUX event logging functionality to CMS. The heart of the AUXlogging package is a daemon (pronounced 'demon') process that monitors agent state change events. When an agent's state changes to AUX an auxstart record is written to an in-memory table. When the agent's state changes from AUX to some other state a table lookup is done to find the corresponding auxstart record. The data from the start record is then combined with the auxstop event data.
- **CMS Multi-Site Routing Interface for Cisco® Intelligent Call Management Solution (ICM):** The Avaya CMS Multi-Site Routing Interface provides a solution for our clients who have elected to use a Multi-Site Routing system in their Call Center. These systems require integration to Avaya CMS in order to leverage the use of call and agent-related data to balance call traffic among sites.

Avaya CMS Knowledge Transfer & Training

BCMR Administrator Training (for BCMR only)

The activities provided for Customer's system administrator include training on BCMR configuration options, adding BCMR clients, data collection and storage principles, and data backup procedures.

CMS Administrator Training (for CMS only)

The following activities are provided for Customer's system administrator:

- Explanation of Call Management System (CMS) configuration options.
- Adding CMS clients.
- Data collection and storage principles.
- Data backup procedures.
- Dictionary administration.
- Administration of Exceptions.
- Agent Administration.
- Agent Tracing.
- Call center Administration.
- User administration.
- CMS Maintenance.
- CMS System Setup.
- Explain and demonstrate running Backups.
- Reports administration and interpretation.
- Administration of Shortcuts.
- Explain use and administration of Timetables.
- Explain use and administration of Holiday Tables (if applicable).

Reports Training - CMS

Avaya will cover the following topics in a knowledge transfer for Customer's call center supervisors:



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- Review of call center operation and terminology.
- Instruction on Automatic Call Distribution (ACD) report creation.
- Interpretation of ACD report data.
- Consultation on use of ACD reports to maximize the call center operation.
- Administration of Alerts and Thresholds.
- Report scheduling.

NOTE: Custom training options, such as Custom Reports Training using Reports Designer, are also available for CMS and CMS Supervisor.

Reports Training - BCMR

Avaya will cover the following topics in a knowledge transfer for Customer's call center supervisors:

- Call center operations and terminology.
- Creating BCMR reports.
- Interpreting BCMR reports data.
- Using BCMR reports effectively.
- Administering alerts and thresholds.
- Scheduling reports.

CMS Reporting Analysis Workshop

Clients often struggle with understanding how contact center reporting can be optimized to meet their operational and executive reporting needs. In any complex contact center it becomes critical to create reports that provide a standardized view across all operations of the success of the contact center based on a variety of stakeholder needs such as corporate, regional, and local governance. Avaya PS consultants can provide a CMS Reporting Analysis Workshop with contact center management and other stakeholders to educate them on the functionality of CMS reporting tools and map their business and technical needs to potential report designs. The outcome of this engagement is not only an increased knowledge by the client of the functionality of CMS but also a normalizing of the data used to provide information on the success of the contact center and an identification of what reports need to be developed to create this information. It needs to be noted that this engagement is not intended to create specific reports but rather to create the information needed to determine how best to design reports that meet the client's needs and identify areas of optimization within the contact center to facilitate reporting. In addition, this workshop is not intended to take the place of training on CMS administration or custom reporting. While it includes time for education on CMS functionality this is intended to level set the audience.

The agenda of the CMS Reporting Analysis Workshop goes through 4 phases. 3 of the phases are covered in a 2 day on-site meeting with the client. The last phase entails 2 days of remote work documenting the analysis, performing follow up research, and making recommendations for optimizations to the contact center.

Phase 1: Business Model Review.

- Overview of client's business model with regards to contact center operations.
- Overview of client's business requirements with regards to corporate reporting metrics.
- Overview of client's business requirements with regards to contact center operational metrics.
- Define/refine client's business objectives.

Phase 2: Technical Review.



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- Discussion/verification of client's contact center architecture.
- Educational session on CMS reporting functionality.
- Overview of client's definition of standard calculations.
- Review of scripting capabilities and recommendations on how to use them.

Phase 3: Case Studies.

- Identification of top reporting needs.
- Mapping of needs to particular CMS reports, fields, and calculations.

Phase 4: Summary and Next Steps.

- Consolidate and organize the data collected and perform necessary follow up and verification.
- Identification of potential contact center optimizations to facilitate reporting.
- Evaluate need for additional tools to streamline reporting processes.
- Identification of which reports, tools, etc. the client wishes Avaya to develop.
- Consultant to submit an analysis document to the client that identifies our findings/recommendations and review these with the client along with quote for work the client wishes Avaya to perform.

Avaya University Training

Avaya University has multiple courses on the Avaya CMS solution for new and upgrading Customers. In some cases successful completion of these courses or assessment are a prerequisite to the transition of the Avaya CMS solution to Avaya Support Services. Cost of Avaya University training is available via the Avaya University website and is not included in the Services offer.

Cutover & Implementation Support

Avaya will ensure successful deployment of the Avaya CMS solution in Customer environment. Avaya minimizes the technical difficulties associated with integration to ensure:

- Customer receives assured completeness of the Avaya CMS solution.
- Customer has a consultant on-site during cutover to assure the proper functioning of all features.
- Customer receives proper signoff and transition to support when job is complete.
- Production validation is performed post-cutover to ensure system integrity.

Custom Application Support is an optional add-on service provided for customized Avaya CMS applications and interfaces. Custom Application Support Coverage provides remote response to reported trouble on Customer's Custom integration applications, software, and code developed and deployed through Avaya Consulting and Systems Integration Professional Services. Coverage is 24 hours a day, 7 days a week, 365 days a year, provided Customer has Avaya maintenance coverage on the core software, as well as the Custom Application Support coverage. For more information, please reference the Custom Application Support Offer Sheet.

Avaya Deliverables

During the implementation of Avaya CMS, Avaya will produce the following deliverables over the course of the project:

- Custom Report: A custom report (only if Customer selects custom reports offer).
- Report Analysis Workshop: Document that identifies findings/recommendations of the reports analysis (only if Customer selects CMS Reporting Analysis Workshop).



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Solution Implementation Dependencies

- Avaya Call Management System (CMS) R16.1 requires an Avaya Communication Manager, 2.0 or later.
- Avaya CMS Supervisor R16.1 supports Avaya CMS R12 servers or later.
- Avaya CMS R16.1 requires CMS Supervisor R16.1 as it will not work with older CMS Supervisor releases.
- Avaya Call Management System Supervisor R16.1 is the client application for the CMS R16.1. It can co-reside with R12 or later releases of CMS Supervisor on the same PC.